

REQUEST FOR PROPOSAL

**FACILITATION AND COORDINATION
OF
LOCAL COORDINATING TEAM MEETINGS**

**STATE OF DELAWARE
WELFARE REFORM PROGRAM
4425 N. MARKET STREET
P.O. BOX 9828
WILMINGTON, DE 19809-0828**

March 30, 2015

EO Assurance

As a condition to the award of financial assistance from the Department of Labor under Title I of WIA, the grant application assures that it will comply fully with the nondiscrimination and equal opportunity provisions of the following laws:

Section 188 of the Workforce Investment Act of 1998 (WIA), which prohibits discrimination against all individuals in the United States on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief, and against beneficiaries on the basis of either citizenship/status as a lawfully admitted immigrant authorized to work in the United States or participation in any WIA Title I financially assisted program or activity;

Title VI of the Civil Rights Act of 1964, as amended, which prohibits discrimination on the bases of race, color and national origin; Section 504 of the Rehabilitation Act of 1973, as amended, which prohibits discrimination against individuals with disabilities;

The Age Discrimination Act of 1975, as amended, which prohibits discrimination on the basis of age; and

Title IX of the Education Amendments of 1972, as amended, which prohibits discrimination on the basis of sex in educational programs.

The grant applicant also assures that it will comply with 29 CFR Part 37 and all other regulations implementing the laws listed above. This assurance applies to the grant applicant's operation of the WIA Title I financially assisted program or activity, and to all agreements the grant applicant makes to carry out the WIA Title I financially assisted program or activity. The grant applicant understands that the United States has the right to seek judicial enforcement of this assurance.

REQUEST FOR PROPOSAL

FACILITATION AND COORDINATION OF LOCAL COORDINATING TEAM MEETINGS

Overview

Delaware's Welfare Reform Program (DWRP) Management with the issuance of this Request for Proposal is requesting proposals to facilitate and coordinate periodic meetings of local coordinating teams (LCT's).

Background

Delaware's Welfare Reform Program consists of the state's Temporary Assistance for Needy Families (TANF) program (formerly the AFDC program). The Delaware's Welfare Reform Program is administered by a single state team comprised of executive leadership from the Department of Health and Social Services, the Department of Labor, the Delaware Economic Development Office, and the Department of Transportation.

Adult services include an Employment Connections (find a job) component and a Keep A Job (retention) component, as well as a variety of support services geared to ensuring customer success and movement toward economic self-sufficiency.

Employment Connections features services and supports necessary to enable a welfare recipient to fully participate in qualified, supervised work activities to earn benefits, to prepare, search for and obtain unsubsidized employment, and to maintain unsubsidized employment for ninety (90) days. Continued eligibility for welfare is dependent upon satisfactory completion of Employment Connection requirements.

Keep a Job services help customers maintain employment, get a better job, move from part-time to full-time employment, and/or increase their total earnings per week. Services are primarily for employed recipients nineteen (19) years of age and older, who have completed 90 days of continuous employment. This service provides face to face interaction with customers, as well as group activities to assist customers in developing a plan to help them maintain employment and move toward economic independence. The goal of the Keep a Job component is for welfare customers to achieve long term economic

independence by maintaining continuous employment for at least 9 (9) months after referral.

One important outcome expectation of the facilitation to be funded through this Request for Proposal is the seamless transition of individuals from Employment Connection to Keep a Job services

Effective January 1, 2000, the time limit for receipt of TANF cash benefits is thirty-six (36) cumulative months. Both single caretakers and two-parent families are required to participate immediately in a subsidized work placement to receive their grant, i.e., to “work for their welfare”. Those who were participants prior to that date continue with their original forty-eight (48) cumulative month time limit.

All services are provided via vendor contracts that are 100% performance-based, featuring “payment points” for achievement of specific milestones deemed by the (DWRP) Management to be significant for ultimately achieving self-sufficiency.

The funding estimate for 12 months of this service is \$37,692 (36 facilitations at \$1,047).

Scope of Work

This Request for Proposal covers tasks required in furtherance of Delaware’s Welfare Reform Program, a multi-agency, cooperative endeavor. The (DWRP) Management reserves the right to determine the configuration of those agencies’ staff in managing any and all resulting contracts.

Contract awards will be one year in length, but the (DWRP) Management reserves the right to negotiate one year extension(s) to contracts funded through this request for Proposal. The minimum criteria for extension will be satisfactory performance for the review period. The DWRP Management reserves the right, at its sole discretion, to specify the review period.

The contractor will facilitate and coordinate monthly meetings of local coordinating teams (LCT’s). An LCT is established in each of Delaware’s three (3) counties, New Castle, Kent, and Sussex. A LCT is composed of representatives from each of the welfare reform providers operating in a county, staff from the several agencies that comprise the management, and other interested parties.

The purpose of the monthly LCT meeting is to develop strategies for continuous program improvement, review accomplishments vis-à-vis established performance measures, give providers an opportunity to identify and address problems/challenges, and share best practices, i.e., approaches that are providing some measure of relative success.

Although the LCT's have existed for several years and are well established, there continues to be a need to focus on continuous improvement. To this end, the goal of the providers will be to further develop the LCT's so they foster the provision of consistently effective, seamless service to customers between services and to economic independence.

The Contractor shall plan to facilitate thirty-six (36) meetings during a year, including monthly LCT meetings in each of Delaware's three counties. The actual number of facilitations will be determined through negotiation. A unit cost per meeting facilitated will be established by contract, and total payments will be determined by the number of completed facilitations/meeting summaries (to a maximum of 36) multiplied by that unit cost. Additional services/facilitations may be contracted by the (DWRP) Management through negotiation with the Contractor and subsequent contract amendment.

At a minimum, the selected Contractor will:

- Provide an agenda focusing on performance and problem-solving to all LCT members a minimum of seven (7) calendar days prior to the scheduled date of the meeting.
- Facilitate the scheduled meetings to focus on performance and problem-solving.
- Prepare comprehensive meeting minutes and distribute a copy to each member of the LCT and (DWRP) Management via e-mail within ten (10) business days of the meeting date; said e-mail shall feature a list of critical issues for the attention of the (DWRP) Management; e-mails are to provide all information in the body of the document, rather than via any attachments.
- Provide in-person updates on all LCT activities and issues to the (DWRP) Management on at least a quarterly basis.

Period of Performance

The period of performance of any contract resulting from this RFP is tentatively scheduled to begin on or about June 1, 2015, and be in force through May 31, 2016.

Definitions

Definitions for the purposes of this RFP:

Bidder – Person, organization, or company submitting a proposal in order to obtain a contract with DWRP MANAGEMENT.

Contractor – Bidder whose proposal has been accepted by DWRP MANAGEMENT and is awarded a formal written contract.

Department of Labor - (DOL)

Division of Employment and Training - (DET)

Delaware's Welfare Reform Program - (DWRP)

Request for Proposal - (RFP)

INSTRUCTIONS TO BIDDERS

RFP Coordinator

The RFP Coordinator for this solicitation is located at the Department of Labor, Division of Employment & Training. All communication between the bidder and the DWRP Management upon receipt this RFP shall be with the RFP Coordinator.

Colleen Cunningham, RFP Coordinator
Division of Employment and Training
4425 N. Market Street
P.O. Box 9828
Wilmington, DE 19809-0828
Phone: (302) 761-8123
Fax: (302) 761-6617
colleen.cunningham@state.de.us

Submission of Proposals

Bidders are required to submit an original and four (4) copies of the proposal. The proposal, whether mailed or hand delivered, must arrive at DET at the address above no later than 4:00 p.m., April 15, 2015. Faxed or e-mailed proposals will not be accepted.

The proposal shall be addressed to the RFP Coordinator at the address noted above. The envelope should be clearly marked to the attention of the RFP Coordinator.

Bidders mailing proposals should allow for normal mail delivery time to ensure timely receipt of their proposals by the RFP Coordinator. Late proposals will not be accepted and will be automatically disqualified from further consideration.

All proposals and any accompanying documentation become the property of DWRP MANAGEMENT and will not be returned.

Pre-Proposal Questions

DWRP MANAGEMENT will accept questions concerning this RFP via e-mail until 4:00 p.m., April 6, 2015, at dol_det_contractor_help@state.de.us. Please telephone Colleen Cunningham, RFP Coordinator, at (302) 761-8122 if any special accommodations are required to submit questions.

A copy of the questions and answers from all questions will be sent to each prospective bidder who receives a copy of the RFP. Prospective bidders must notify the RFP Coordinator of their interest when the Proposal is obtained from the DET website:

DWRP MANAGEMENT shall be bound only to written answers to questions. Any oral responses given shall be considered unofficial.

Estimated Schedule of Activities

March 30, 2015	Issue Request for Proposal
April 6, 2015	RFP questions due
April 15, 2015	Proposals Due
April 22, 2015	Announce Selected Proposal
April 22-24, 2015	Meeting between DWRP MANAGEMENT and the selected contractor to finalize details and the contract
June 1, 2015	Contract Begins

Rejection of Proposals

DWRP MANAGEMENT reserves the right, at its sole discretion, to reject without penalty any or all proposals received. The final selection, if any, will be that proposal, that in the opinion of DWRP MANAGEMENT after review of all submissions by the Proposal Review Committee, best meets the requirements set forth in this RFP and is in the best interest of the State of Delaware. DWRP MANAGEMENT also reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

Failure to Comply

The bidder is specifically notified that failure to comply with any part of the RFP may result in rejection of the proposal as non-responsive. Each proposal must provide evidence of the ability to implement all or most RFP tasks as a complete package. Bids for single tasks will be deemed non-responsive. Bids from teams under the auspices of one major bidder are acceptable.

Rejection of Proposals

DET/DWIB reserves the right, at its sole discretion, to reject without penalty any or all proposals received. The final selection, if any, will be that proposal which, in the opinion of DWRP MANAGEMENT after review of all submissions by the Proposal Review Committee, best meets the requirements set forth in this RFP and is in the best interest of State of Delaware. DWRP MANAGEMENT also reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any proposal.

Revisions to the RFP

In the event it becomes necessary to revise any part of the RFP, addenda will be provided to all persons who receive the RFP. If any prospective bidder has reason to doubt whether DWIB is aware of the bidder's interest, it is incumbent on the bidder to notify DWIB to be sure that addenda are received. Mail, fax, or call such notice to the RFP Coordinator.

Most Favorable Terms

DWRP MANAGEMENT reserves the right to make an award in whole or in part without further discussion of the proposal submitted. Therefore, the proposal should be submitted initially on the most favorable terms that the bidder can propose. There will be no best and final offer process. Bidders should be prepared to accept language from this RFP and their own proposal for incorporation into the contract resulting from this RFP. It is understood that the proposal will become a part of the official file on this matter without obligation to DWRP MANAGEMENT.

Obligation to Contract

This RFP does not obligate State of Delaware or DWRP MANAGEMENT to contract for services specified herein.

Bidder References

1. List all contracts with State of Delaware agencies during the last five years. Provide the name of the contracting agency, period of performance, contact

person in the respective agency and telephone number, and a brief description.

2. List any contracts the bidder or subcontractors may have had during the last five years that relate to the bidder's ability to perform the services called for under this RFP. List contract titles, name of contracting agency, period of performance, contact persons and telephone numbers, and provide a brief description.
3. Supply names, addresses, and telephone numbers of three client references, and briefly describe the type of service provided in the contracts.

EVALUATION AND CONTRACT AWARD MISCELLANEOUS PROVISIONS

Evaluation Team

Proposals will be reviewed and evaluated by a committee consisting of members of the DWRP MANAGEMENT Written submittals and, if necessary, oral presentations will be used to select the winning proposal. If there are more than five responses to this RFP, DWRP MANAGEMENT may select three firms as finalists for an oral presentation to determine final contract award.

Evaluation Scoring and Criteria

The following weights will be assigned to the proposal for evaluation purposes:

Technical Proposal	25 points
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This includes evaluation of the overall plan for getting the tasks done completely and on schedule as described in the technical specifications. The technical proposal will be judged on the basis of clarity, comprehensiveness, and responsiveness to the specifications described in the RFP.

Bidder References and Prior Experience 30 points

Professional experience and qualifications of key project staff (including subcontractors) named in management proposals will be evaluated. Particular emphasis will be placed on experience managing survey research of the type described in the RFP including contact rates and response rates for telephone interviews with hard to locate client populations. The bidder's knowledge of and experience with client follow-up activities related to employment and training programs will also be evaluated.

Organization/Management	20 points
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Management proposals will be evaluated for the adequacy of bidder preparedness and resources for implementing the project work plan. The emphasis is on how quickly and efficiently the bidder can supply a smooth running and reliable follow-up operation and respond to possible changes in federal requirements. Does the project team structure appear workable? The management proposal should make a convincing case for the bidder's ability to carry out the work proposed.

Cost Proposal

25 points

Cost proposals will be evaluated on quality and clarity. Evaluators will assess whether the budget appears realistic. Economies that reduce survey costs reduce WIA overhead costs and make more funding available for customer service. Evaluators will weigh the value of services proposed by bidders against costs.

Total Possible

100 points

Proposal Format

Delaware Welfare Reform Program
STATE OF DELAWARE

BIDDERS SIGNATURE FORM

Name of Bidder _____
Signature Of Authorized Person _____
Type in Name of Authorized Person _____
Title of Authorized Person _____
Street Name/Number _____
City, State, and Zip Code _____
Contact Person _____
Telephone Number _____
Fax Number _____
Date _____
Bidder's Federal Employers Identification No. _____
Delivery Day/Completion Time _____
F.O.B. _____
Terms _____

THE FOLLOWING MUST BE COMPLETED BY THE VENDOR

AS CONSIDERATION FOR THE AWARD AND EXECUTION BY THE DABC MANAGEMENT OF THIS CONTRACT, THE (COMPANY NAME) _____ HEREBY GRANTS, CONVEYS, SELLS, ASSIGNS, AND TRANSFERS TO THE STATE OF DELAWARE ALL OF ITS RIGHTS, TITLE AND INTEREST IN AND TO ALL KNOWN OR UNKNOWN CAUSES OF ACTION IT PRESENTLY HAS OR MAY NOW HEREAFTER ACQUIRE UNDER THE ANTITRUST LAWS OF THE UNITED STATES AND THE STATE OF DELAWARE, RELATING THE PARTICULAR GOODS OR SERVICES PURCHASES OR ACQUIRED BY THE DELAWARE'S *A BETTER CHANCE* WELFARE REFORM PROGRAM MANAGEMENT , PURSUANT TO THIS CONTRACT

Appendix B

Certification Sheet

As the official representative for the contractor, I certify on behalf of the agency that:

- a. They are a regular dealer in the services being procured,
- b. they have the ability to fulfill all the requirements specified for the development within this RFP,
- c. they are accurately representing their type of business and affiliations,
- d. they have or will secure a Delaware Business License,
- e. they have independently determined their prices,
- f. they have acknowledged any contingency fees paid to obtain award of this contract.

The following condition is understood and agreed to:

No charges, other than those specified in the cost proposal, are to be levied upon the State as a result of a contract.

Authorized Signature _____
Title _____
Date _____

Appendix C
Statements of Compliance Form

As the official representative for the contractor, I certify on behalf of the agency that:

They will comply with all Federal and Delaware laws and regulations pertaining to equal employment opportunity and affirmative action. In addition, compliance will be assured in regard to Federal and Delaware laws and regulations relating to confidentiality and individual and family privacy in the collection and reporting of data.

Authorized Signature _____
Title _____
Date _____

Appendix D
Budget

DELIVERABLE:

AMOUNT TO
BE PAID STAFF

(List By Individual; Specify
Amount of Time On Project, No.
of Days or Hours)

SUPPLIES/MATERIALS

PHOTOCOPYING

OTHER

(Please Specify)
(I.E. Travel, Lodging, Etc.)

OVERHEAD

(Please Itemize)

TOTAL \$

